

TWC+You

# TWC Leave and Disability Administration

## Employee Toolkit

An Employee Guide to Managing a Leave of Absence  
or Disability Claim through Sedgwick



# What's in this guide?

This guide is designed to help you understand our updated leave policies and work with Sedgwick - our new Leave and Disability Administrator. It includes important details about:

- Where to find leave policy information
- Which leave policies have changed, and what those changes mean for you
- How to access and use the new tool to view a leave or disability claim

This change in leave administration will make it simple and easy for you to manage your leave and/or a short-term disability claim.

You will have leave and disability-related information in a consolidated resource, as well as the ability to search for and update a specific claim or leave through Sedgwick's online tool, viaOne Express.

Sedgwick's consolidated approach provides a real-time, online solution for leave and disability information.

Thank you for taking the time to learn about this change. These policies and processes are to help you manage your benefits and leave, when or if you need them.

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# Leave & Disability

## Administration Updates Questions and Answers for Employees

### **Q. Why are we making this change?**

**A.** A recent evaluation of our leave and disability programs and processes provided the opportunity to improve and simplify how we work in this space. As a result, we made the decision to move our administration partnership from Unum to Sedgwick and Cigna. As part of our evaluation, our leave policies have been updated to account for recent legislation and to align with best practices.

### **Q. When is this change effective?**

**A.** Beginning on April 1, Sedgwick will administer our leave and disability programs - FMLA, ancillary leaves (i.e., military, personal leave, etc.) and short-term disability. Cigna will administer our long-term disability benefits.

### **Q. What does this change mean for you?**

**A.** The Sedgwick solution makes it simple and easy for you to initiate, update and manage your leave and/or disability claim. In addition to calling and speaking with a leave or disability specialist, you can

access and update your information in a secure online environment through Sedgwick's viaOne Express system.

The policy updates are effective April 1, 2013. Policies will be posted on Channel You under Employee Connections > Employee Policy Statements and Forms. You will also be able to view the FMLA policy and the updated Disability Summary Plan Description (SPD) by going to [twcplusyou.com](http://twcplusyou.com), clicking the gray "TWC + You Health & Welfare" button and linking to Health and Insurance > Plan Information.

For the full policy details, go to Channel You and select Employee Connections > Employee Policy Statements and Forms.

### **Q. What do I need to do?**

**A.** No immediate action is required. These policies and processes will help you manage your benefits and leave when, or if, you need them.

# What's changing?

# What's changing?

Our partnership with Sedgwick and Cigna is one more way we continue to simplify our benefits service delivery model and provide access to information online - wherever and whenever you need it. Whether you are at home or at work, you will have access to better resources and services through Sedgwick specialists who are experts in leave and disability administration.

## Here is a look at what this change means for you

The updates to our leave and disability administration and practices are effective April 1, 2013.

Here are some of the highlights:

Topic	Change Highlights
<b>Disability</b>	Sedgwick will manage short-term disability claims and coordinate the transition to long-term disability, managed by Cigna, when appropriate.
<b>Family Medical Leave (FML)</b>	<ul style="list-style-type: none"> <li>• You must report a new claim to Sedgwick within <b>two days</b> of your first day of absence.</li> <li>• You must report intermittent hours to Sedgwick for existing absences on the <b>same day</b> of the absence.</li> </ul>
<b>Military Leave</b>	Requests for military leave must be initiated through Sedgwick.
<b>Personal Leave</b>	<ul style="list-style-type: none"> <li>• The request for leave is initiated with your supervisor and upon approval, managed by Sedgwick.</li> <li>• You must be employed in good standing for six months at the time you request a personal leave.</li> <li>• The maximum duration of a personal leave is six months.</li> <li>• Acceptable reasons for personal leave are:               <ul style="list-style-type: none"> <li>o Extended bereavement and bonding</li> <li>o Care for family member relationships not covered under FML</li> </ul> </li> </ul>

For full details on each specific policy, go to **Channel You > Employee Connections > Employee Policy Statements and Forms**.



To initiate a request for leave or report a disability claim, call Sedgwick at 1-877-TWC-6707 or call 1-877-TWC-BENS and say "Life, Disability and Leaves." This is the only way to initiate a leave or file a disability claim.

# Reporting a Leave or Disability Claim

# Access by phone

## Calling 1-877-TWC-6707 and viaOne Voice, the Interactive Voice system (IVR)

### Initiate a leave or report a disability claim

You should initiate a request for leave or report a disability claim by calling Sedgwick directly at 1-877-TWC-6707 or by calling 1-877-TWC-BENS and saying “Life, Disability and Leaves.” **This is the only way to initiate a leave or file a disability claim.** When calling, please have the last four digits of your Social Security number, Employee ID (EID) and your date of birth available to verify your identity.

### Report a New Leave or Disability Claim

- ✓ When prompted, state “report a new leave” or press 1. A specialist will help you initiate the leave or claim request.
- ✓ Be prepared to answer specific questions related to your leave or disability claim.
- ✓ Your specialist will also be able to answer any questions that you may have regarding your leave or disability claim, including how to complete and where to submit the appropriate paperwork.

### Updating Status of an Existing Leave or Disability or Reporting Intermittent Family and Medical Leave (FML) Time

- ✓ To update your FML information with intermittent time, you will need your leave confirmation number you received when you initiated the leave.

- ✓ To report an intermittent absence say, “Absence” or press 2 and continue to answer the questions.
- ✓ For an existing disability, access viaOne Voice to report a return-to-work date or to receive detailed information on an existing claim.



Remember you can use the IVR feature 24 hours per day, seven days a week, once you have applied for a leave or filed a claim.



In addition to reporting an intermittent absence for an existing leave, access the IVR system to:

- Verify the status of a reported leave or claim - confirm the details of the leave, including date, time, reason for leave and current status
- Ask a question about forms - speak with a specialist who can answer questions about your applications for a leave and/or medical certification forms
- Find information on where to mail or fax your completed information



# Step-by-step guide for viaOne Express

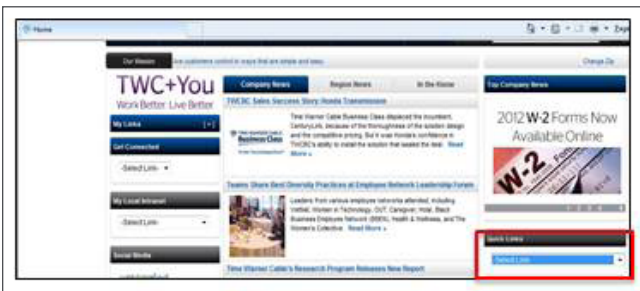
Tools to Manage  
Your Leave and  
Disability Claims

# How to access **viaOne Express**

Sedgwick's viaOne Express system provides the ability to view real-time leave or short-term disability claims through a secure online environment. This new claim management system is designed to provide immediate access to view eligibility, claim and case status, and balances by leave-type. Through viaOne Express, you will be able to connect with leave and disability specialists to open case/claim notes and link to external resources for additional information on leaves and/or disability.

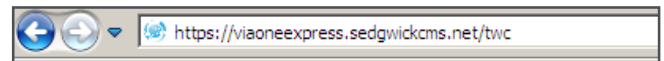
## From Channel You

From Channel You, go to the Quick Links drop down menu, select "Leave Administration" and enter your EID and Windows password.



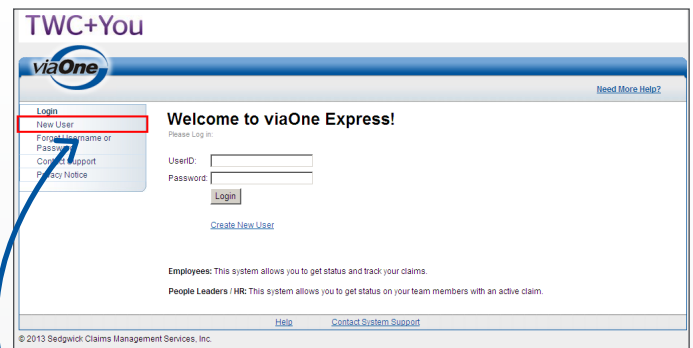
## From the Internet

To access from the Internet, type [viaoneexpress.sedgwickcms.net/twc](https://viaoneexpress.sedgwickcms.net/twc)



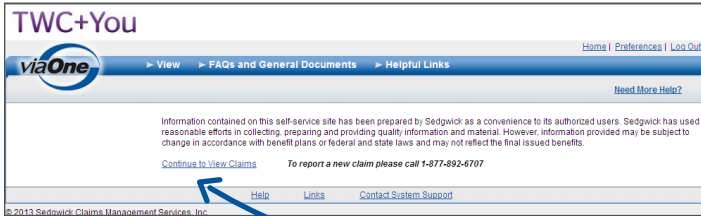
First-time users will need to follow the registration steps.

## From TWC + You



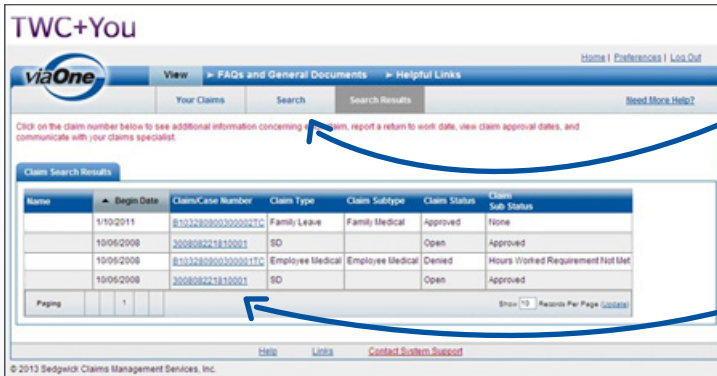
- SSO links are available on the "Discounts and Other Rewards" and the "Contact Us" pages.
- Links are also available on TWC + You Health & Welfare. The SSO link is located on the Health and Insurance > Insurance and Other Options page.

# How to view your leave and/or claim(s)



Once you enter the system, select “Continue to View Claims” to see a specific claim or leave you have reported.

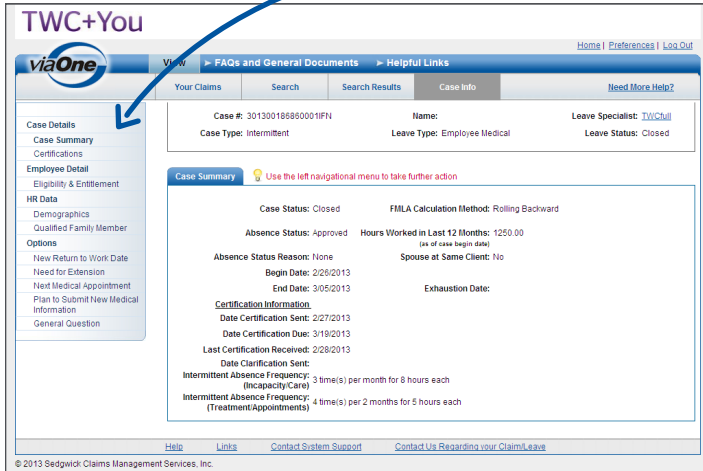
# How to search for a specific leave and/or disability claim



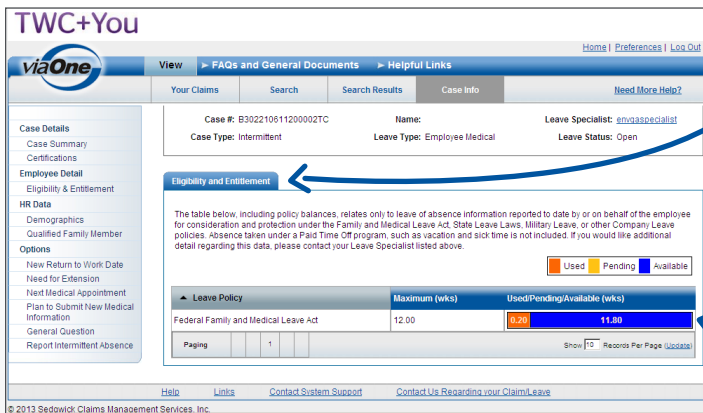
The “Claim Search” feature allows you to view information within the past 24 months. Search for an open or closed claim.

You have the ability to view details of a claim or leave at any time, by selecting the specific claim/case number hyperlink.

# How to view the details of your leave and/or disability claim



The Claim Information (Claim Info) Screen navigation menu provides you with access to view details for a specific claim. From the claim information screen, you can link to other important details about your claim or leave.



Click here to view your eligibility for leave and disability.

If you are on a leave, you can view your remaining entitlement for all applicable absence plans, under the Unused/Pending/Available section.

If you have a disability claim, you can view your benefit status.

**TWC+You**  
viaOne

View > FAQs and General Documents > Helpful Links

Your Claims Search Search Results Claim Info Need More Help?

Claim #: B38460010000102 Name: Status: Closed Claim Sub Status: Terminated Loss Date: 1/04/2013  
Type: Disability

**Claim Summary** Use the left navigational menu to take further action

Anticipated Return To Work Date: [Edit Return to Work Date](#)

First Day of Absence: 1/07/2013 Work Status: NORMAL Actual Return To Work Date: 3/07/2013  
Date Of Disability: 1/07/2013 Last Medical Information Received Date: 3/01/2013  
Maximum Benefit Duration Date: Next Payment Due:  
Appealed: No

Status	Effective Date	Duration	Begin Date	End Date	Type	Status	Reason
NORMAL	3/07/2013		3/07/2013		Short Term	Normal	No Pay
OFF WORK	1/07/2013	59 Day(s)	1/14/2013	3/06/2013	Short Term	Approved	Voluntary Pay
			1/07/2013	1/13/2013	Short Term	Waiting Period - Not Paid	No Pay

Paging: 1 | [Show 10](#) | [Records Per Page](#) | [Update](#)

Help Links Contact System Support Contact Us Regarding your Claim/Leave

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From the Claim Summary (for disability) screen, view the details of a specific claim, absence history (for disability), status, restrictions and benefit information.

You can update your information with your anticipated return-to-work date.

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viaOne

View > FAQs and General Documents > Helpful Links

Your Claims Search Search Results Case Info Need More Help?

Case #: 3011018880001FN Name: Leave Specialist: [TW/Chul](#)  
Case Type: Intermittent Leave Type: Employee Medical Leave Status: Closed

**Case Summary** Use the left navigational menu to take further action

Case Status: Closed FMLA Calculation Method: Rolling Backward

Absence Status: Approved Hours Worked in Last 12 Months: 1250.00  
(as of case begin date)

Absence Status Reason: None Spouse at Same Client: No

Begin Date: 2/26/2013 End Date: 3/05/2013 Exhaustion Date:

**Certification Information**  
Date Certification Sent: 2/27/2013  
Date Certification Due: 3/19/2013  
Last Certification Received: 2/28/2013  
Date Clarification Sent:

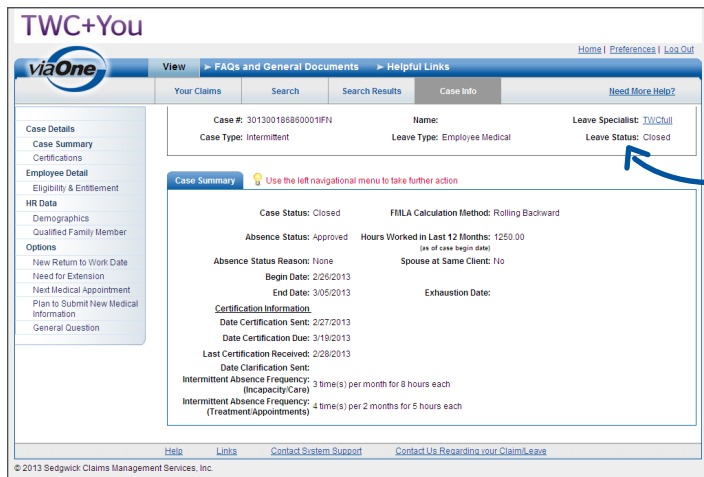
Intermittent Absence Frequency: 3 time(s) per month for 8 hours each (Incapacity/Care)  
Intermittent Absence Frequency: 4 time(s) per 2 months for 5 hours each (Treatment/Appointments)

Help Links Contact System Support Contact Us Regarding your Claim/Leave

From the Case Summary (for FMLA/Leave) screen, you can view your leave status, absence status and certification information.

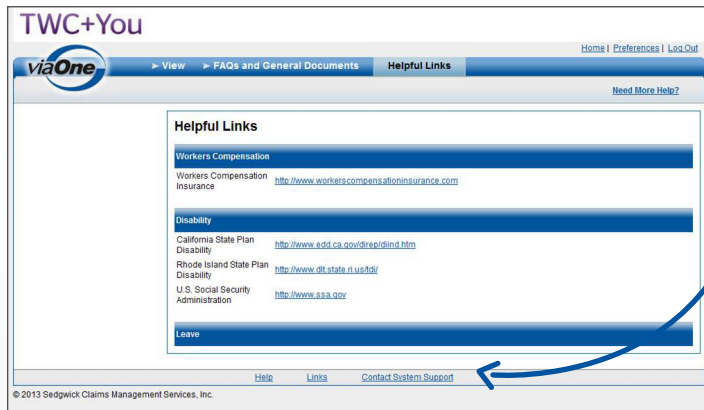
You can also view your work schedule and a calendar of approved, denied and pending absence periods.

# How to connect with your Sedgwick resources



For specific questions about a leave or claim, contact your Disability or Leave Specialist by clicking the “Leave Specialist or Examiner” link at the top of the Case or Claims Summary screen.

You can also call a specialist at 1-877-TWC-6707.



For questions about login issues or site access, contact Sedgwick’s Tech Support team by clicking the “Contact System Support” link.

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